Verint Financial Compliance Communications Analytics

Now You Can:

- Capture voice communications across all audio channels and external conversations.

- Benefit from cutting-edge, multilingual speech recognition and transcription capabilities.

- Support surveillance platforms with best-in-class voice analytics and AI-powered features.

- Enhance effectiveness and reduce the cost of manual audio and risk review.

Meeting regulatory requirements in the financial markets has become increasingly complex. While email, chat, and video all pose new difficulties for regulated businesses, voice often remains the biggest challenge. Regardless of the device or collaboration tool, spoken interactions are "unstructured" and difficult to align for investigative purposes.

Different languages, dialects, industry jargon, sentiment, and other factors make voice a challenging communication mode for maintaining compliance with applicable regulations. This is particularly true in financial trading, where increased scrutiny and complex regulations control discussions, and failures can entail serious legal and commercial consequences, as well as hefty fines.

Remote working and the broad range of devices, communication channels, and collaboration tools that employees use to interact with customers add to the challenge. Digitalizing interaction data can help simplify analysis and support your surveillance solutions in identifying fraudulent or inappropriate behavior more quickly and easily, reducing reputational and financial risk.

Verint® Financial Compliance Communications Analytics™ leverages state-of-the-art capabilities that can significantly enhance voice analysis for compliance purposes. These include:

- Pre-training for the unique language of the financial domain, with the capability to be further tuned to better understand an organization's specific terms and references

- Automatic speech recognition and speaker-segmented transcription from any tool and platform

- Automatic language detection and transcription in 30+ languages within a conversation

- SmartTranscript™ with navigable soundwave visualization of the audio conversation

- Jumpto™ Topics for automatic topic identification and listing in an easily navigable way

- Summarization to provide a brief summary of each conversation using generative AI

- Translation to English for financial firms operating in non-English speaking countries

- Automatic meeting notes and follow-up actions as per compliance best practices

- Automatic sentiment and behavioral analysis to detect and proactively manage conduct risk

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Benefit from Intelligent Voice Capture

Trader conversations have evolved from one-to-one dialogues to multi-participant conference calls and persistent interactions, which further complicates adhering to regulatory requirements. Because of this, financial services firms must capture and thoroughly analyze interactions across the organization.

Verint Financial Compliance Communications Analytics capitalizes on the broad functionality of Verint Financial Compliance™, which can handle all forms of communication (spoken, written, pictographic, and video-based), operate in multilocation and device environments, and enable businesses to demonstrate control over their infrastructure and processes. It can enable you to align the captured, unstructured voice data into the audio review process quickly and efficiently.

Gain Unmatched Transcription Capabilities

The solution can identify over 30 languages and transcribe the conversation while automatically switching between the languages with market-leading accuracy. It can segment the transcription according to each detected speaker in a completely anonymous way. It can also translate captured conversations from the local language to English, which helps adhere to financial regulations.

The financial market's unique "dialect" further complicates voice capture. To help tackle this challenge, the solution uses LLMs pre-trained for the special language of the trading floor, which can be further tuned for a company's own specific terms and references quickly and easily.

Speed Up Review Processes with AI

To help make audio reviews more efficient, the solution provides smart data insight features. Captured conversations can be visualized in a navigable soundwave form, with a list of alert terms and key topics identified within the conversation. What's more, the solution can use AI to generate a concise summary of conversations, as well as create and send automatic or ad-hoc meeting notes and follow-up actions, to help further improve the compliance review process and leverage compliance best practices.

With Verint Financial Compliance Communications Analytics, you can leverage these AI-powered, best-in-class capabilities on an intuitive interface that provides a holistic, single-pane-of-glass view of all communications – traditional or UC – including those from external resources. This can help surveillance teams gain a better understanding of each interaction through their dedicated platforms to detect possible breaches of compliance more efficiently.

Part of Verint Open Platform

Verint Financial Compliance Communications Analytics is part of a patent-protected platform of cloud solutions that enable the world's most iconic brands to deliver customer experience (CX) automation for elevating the customer experience, reducing operating costs, and delivering AI Business Outcomes, Now™.

Learn more at
www.verint.com

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